



IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant : Kumar et al. Art Unit : 2171
Serial No. : 10/723,742 Examiner : Gregory J. Vaughn
Filed : November 26, 2003 Conf. No. : 9947
Title : COMMON MESSAGE AREA FOR A CUSTOMER INTERACTION CENTER
USER INTERFACE

Mail Stop Amendment

Commissioner for Patents

P.O. Box 1450

Alexandria, VA 22313-1450

AMENDMENT IN REPLY TO ACTION OF APRIL 4, 2006, AND

EXAMINER INTERVIEW SUMMARY

Please amend the above-identified application as follows:

CERTIFICATE OF MAILING BY FIRST CLASS MAIL

I hereby certify under 37 CFR §1.8(a) that this correspondence is being deposited with the United States Postal Service as first class mail with sufficient postage on the date indicated below and is addressed to the Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.

October 4, 2006

Date of Deposit

Signature

Leslie L. Smith

Typed or Printed Name of Person Signing Certificate